

Amendments to the Claims

Claims 1-29 (Cancelled).

30. (New) A voice information system, comprising:
a voice user interface to enable a user to interact with the system using a communication device;
a database to store user-specific contextual information and heterogeneous information; and
a top database table, wherein the top database table is generated from the database, wherein items in the top database table are assigned a priority level based upon the user-specific contextual information;
wherein content is communicated to the user when the user requests information or when the system intelligently chooses to present information to the user based on the priority level assigned to information in the top database table.
31. (New) The voice information system of claim 30, wherein the system dynamically changes the voice user interface and content communicated to the user based upon the user-specific contextual information, environmental information, a sensitivity level of the information being communicated, and the priority level assigned to the information being communicated.
32. (New) The voice information system of claim 30, wherein the voice user interface to characterize channel characteristics of the communication device of the user and to compare the channel characterization of the communication device to channel characteristics of classes of devices stored in the database.
33. (New) The voice information system of claim 30, wherein the voice user interface to estimate audio scene characteristics associated with a current location of the user and to compare the audio scene characterization to audio scenes stored in the database.
34. (New) The voice information system of claim 30, wherein the voice user interface to detect a sound level of a user's voice, and if the sound level is above a barge-in threshold level, the voice user interface to stop generating sound to enable better recognition of the sound that is being received by the system.
35. (New) The voice information system of claim 34, wherein environmental information and the user-specific contextual information is used to determine barge-in threshold levels to reduce false barge-in occurrences.
36. (New) The voice information system of claim 30, wherein when the system intelligently chooses to present information to the user based on the priority level assigned to the information in the top database table, the voice user interface to notify the

user by directly phoning the user when the system intelligently recognizes that a high priority item from the top database table requires immediate attention by the user.

37. (New) The voice information system of claim 30, wherein when the system intelligently chooses to present information to the user based on the priority level assigned to the information in the top database table, the voice user interface to notify the user using a least intrusive method of communication and to escalate the intrusiveness of the method of communication if a response is not received within a predetermined period of time.

38. (New) The voice information system of claim 37, wherein the method of communication comprises at least one of an email, an instant message, a page, a voice message, or a direct phone call.

39. (New) The voice information system of claim 30, wherein the voice user interface to generate grammar files, wherein the grammar files comprise anticipated responses based on prompted options made available to the user.

40. (New) The voice information system of claim 30, wherein the voice user interface to generate customized grammar files for complex interactions between the system and the user.

41. (New) The voice information system of claim 30, wherein the voice user interface to analyze a voice of the user to authenticate and verify the identity of the user.

42. (New) The voice information system of claim 41, wherein to analyze the voice of the user to authenticate and verify the identity of the user includes to compare the voice of the user with a voice print previously obtained from the user, to provide a confidence level in the authenticity of the identification of the user, and if the confidence level is above a predetermined threshold, to indicate that the identification of the user is verified by the system.

43. (New) The voice information system of claim 30, wherein the voice user interface to mark the information in the database with a privacy level and a security level.

44. (New) The voice information system of claim 30, wherein the voice user interface to determine a security and privacy rating for a communication to a user based upon environmental information of the user.

45. (New) The voice information system of claim 44, wherein if the environmental information of the user indicates a low security rating, the system to dynamically alter the voice user interface to require additional authentication responses from the user.

46. (New) The voice information system of claim 30, wherein user-specific contextual information comprises:
an identity of the user;
a current location of the user;
a current task of the user;
a calendar of the user; and
a schedule of the user.
47. (New) The voice information system of claim 31, wherein environmental information comprises:
details of the communication device of the user;
details of a communication channel used by the user to communicate with the system; and
audio scene information.
48. (New) A method for obtaining information, comprising:
enabling a user to connect to a voice processing system and provide identification;
authenticating the identification of the user;
determining the environmental information of the user;
proactively presenting to the user items from a top database table assigned a high enough priority to require urgent attention from the user if any of the items need urgent attention; and
passively interacting with the user to provide the user with information requested by the user.
49. (New) The method of claim 48, wherein passively interacting with the user comprises using a grammar file to provide the user with information requested by the user.
50. (New) The method of claim 48, wherein a grammar file is generated by:
retrieving an item of information in the top database table,
determining a type of information for the item, a priority level assigned to the item, and a sensitivity level assigned to the item;
determining whether the sensitivity level requires additional prompts;
retrieving a static grammar file representative of the type of information for the item; and if it is determined that grammar customization is required, creating a customized grammar file.
51. (New) The method of claim 48, wherein prior to enabling a user to connect to a voice processing system, proactively contacting the user regarding an urgent item from the top database table without the user initiating communication with the voice processing system.
52. (New) The method of claim 51, wherein proactively contacting the user regarding an urgent item from the top database table comprises at least one of calling the

user's phone, emailing the user, sending an instant message to the user's cell phone, or leaving a voice mail on the user's phone.

53. (New) The method of claim 48, wherein if a sound level of the user's voice is above a barge-in threshold level, stopping the generation of sound to enable better recognition of the sound that is being received by the system.

54. (New) An article comprising: a storage medium having a plurality of machine accessible instructions, wherein when the instructions are executed by a processor, the instructions provide for enabling a user to connect to a voice processing system and provide identification;
authenticating the identification of the user;
determining the environmental information of the user;
proactively presenting to the user items from a top database table assigned a high enough priority to require urgent attention from the user if any of the items need urgent attention; and
passively interacting with the user to provide the user with information requested by the user.

55. (New) The article of claim 54, wherein passively interacting with the user comprises instructions for using a grammar file to provide the user with information requested by the user.

56. (New) The article of claim 55, wherein instructions for generating a grammar file comprise:
retrieving an item of information in the top database table,
determining a type of information for the item, a priority level assigned to the item, and a sensitivity level assigned to the item;
determining whether the sensitivity level requires additional prompts;
retrieving a static grammar file representative of the type of information for the item; and if it is determined that grammar customization is required, creating a customized grammar file.

57. (New) The article of claim 54, wherein prior to instructions for enabling a user to connect to a voice processing system, further comprising instructions for proactively contacting the user regarding an urgent item from the top database table without the user initiating communication with the voice processing system.

58. (New) The article of claim 57, wherein instructions for proactively contacting the user regarding an urgent item from the top database table without the user initiating communication with the voice processing system comprises at least one of calling the user's phone, emailing the user, sending an instant message to the user's cell phone, or leaving a voice mail on the user's phone.

59. (New) The article of claim 54, wherein if a sound level of the user's voice is above a barge-in threshold level, further comprising instructions for stopping the generation of sound to enable better recognition of the sound that is being received by the system.